

Child Welfare Provider Survey

The Child Welfare Advisory Committee is conducting a survey to evaluate the impact of the Iowa Department of Human Services' RFP process on services and on provider agencies. We are seeking your opinion. We would appreciate you or a representative from your agency completing this survey as soon as possible. The information will be used to make recommendations to the governor and legislature. For further information about the Child Welfare Advisory Committee, please visit:

http://www.dhs.iowa.gov/Consumers/Child_Welfare/BR4K/Child_Welfare_Advisory_Committee/CWAC_Home_page.html

Your responses will be kept anonymous and compiled in aggregate form. The results of the survey will be used by the Child Welfare Advisory Committee to report to the governor and the legislature.

In this survey, the "RFP process" and "contracts" referred to includes the Iowa Department of Human Services' bidding process and implementation of the contracts for foster care recruitment and retention, community care, shelter care, and safety and permanency.

1. Are you currently a contractor for one or more of these programs?
___ yes ___ no
2. Are you currently a subcontractor for one or more of these programs?
___ yes ___ no
3. Did you apply as a bidder for at least one of these programs?
___ yes ___ no
4. Would you describe your agency as:
___ private, non-profit
___ private, for-profit
___ public
___ other (specify:_____)
5. What is level of position of the person completing this survey?
___ agency director/CEO
___ program manager
___ supervisor
___ direct service provider
___ other (specify:_____)

Please indicate the extent to which you agree or disagree with the following statements about current child welfare services. [SA=strongly agree; A=agree, N=no opinion, D=disagree, SD=strongly disagree]

BIDDING PROCESS

The bidding process was consistent from RFP to RFP.	SA	A	N	D	SD
The RFPs were generally clear and well written.	SA	A	N	D	SD

The RFP bidding process has been implemented fairly.	SA	A	N	D	SD
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Performance measures used in these contracts are appropriate to ensure better results for kids.	SA	A	N	D	SD
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Accreditation (i.e., COA, JCAHO, CARF) should continue to be a requirement of RFP bidders.	SA	A	N	D	SD
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Comments:_____

Suggestions for Improvement:_____

IMPACT OF RFPs ON AGENCIES [*SA=strongly agree; A=agree, N=no opinion, D=disagree, SD=strongly disagree*]

My agency has a good relationship with DHS at the state level.	SA	A	N	D	SD
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My agency has a good relationship with DHS at the local level.	SA	A	N	D	SD
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The RFP contracts provide reimbursement at an adequate level to ensure quality services.	SA	A	N	D	SD
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Providers are now able to spend more time with families, less time on documentation/paperwork.	SA	A	N	D	SD
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Overall, the RFPs are strengthening my local community's capacity to provide services to at-risk children and families.	SA	A	N	D	SD
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The RFPs have made it more difficult to recruit and retain qualified staff.	SA	A	N	D	SD
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The RFPs have improved agencies' ability to provide staff training.	SA	A	N	D	SD
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The RFPs have resulted in increased financial risk for providers.	SA	A	N	D	SD
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The RFPs have resulted in increased liability for providers.	SA	A	N	D	SD
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The RFPs have resulted in agencies increasing the range of services they provide.	SA	A	N	D	SD
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My agency is trying to reduce our involvement with DHS-funded child welfare services.	SA	A	N	D	SD
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Comments: _____

Suggestions for Improvement: _____

IMPACT OF RFPs ON CHILDREN & FAMILIES [*SA=strongly agree; A=agree, N=no opinion, D=disagree, SD=strongly disagree*]

There is greater flexibility in providing services as a result of the RFPs.	SA	A	N	D	SD
There is a stronger ability to engage families in assessment and service delivery as a result of the RFPs.	SA	A	N	D	SD
The RFPs have resulted in greater safety for Iowa's at-risk children.	SA	A	N	D	SD
The RFPs have enhanced the likelihood of achieving permanency for younger children.	SA	A	N	D	SD
The RFPs have enhanced the likelihood of achieving permanency for older youth.	SA	A	N	D	SD
The RFPs have improved our ability to provide culturally responsive services.	SA	A	N	D	SD
Overall, the RFPs are improving outcomes for Iowa's children and families.	SA	A	N	D	SD

Comments: _____

Suggestions for Improvement: _____

These last questions pertain to the specific contracts (foster care recruitment and retention, community care, shelter care, and safety and permanency).

My overall impression of the foster care recruitment and retention contract is:

Very Positive

Positive

No Opinion

Negative

Very Negative

Comments: _____

My overall impression of the community care contract is:

Very Positive

Positive

No Opinion

Negative

Very Negative

Comments: _____

My overall impression of the shelter care contract is:

Very Positive

Positive

No Opinion

Negative

Very Negative

Comments: _____

My overall impression of the safety and permanency contract is:

Very Positive

Positive

No Opinion

Negative

Very Negative

Comments: _____

Thank you for completing this survey. Please feel free to add any additional comments you may have.

